

Clwb Penmorfa
Registration Number: W1400002698



CLWB PENMORFA ADMISSIONS, ARRIVALS AND COLLECTIONS, SETTLING IN, FAILURE TO COLLECT POLICY AND PROCEDURE

This should be read in conjunction with the Statement of Purpose and the Agreement. It is the policy of Clwb Penmorfa to welcome all children and families who, in line with our Statement of Purpose, may want to attend.

We do this by:

- Accepting applications from families for their children regardless of gender, culture, religion or disability.
- Taking account of the Equality Act 2010.
- Making sure that advertisements for Clwb Penmorfa are accessible, reflect the needs of the community and are displayed in the local community and the local authority Families Information Service.
- Arranging 'open sessions' throughout the year so that families can visit and see for themselves how we work.
- Implementing an effective settling in policy and procedure.
- Operating the following procedures:

Fees:

Fees are paid in advance via ParentPay. We are registered for Tax Free Childcare

- Payments are not refundable, however in certain circumstances a credit may be offered.
- Fees are payable if a child is absent without notice or for a short period of sickness/family holiday.
- Parents/carers are advised to speak to the person in charge about payment of fees in cases of prolonged absence.
- A child's continued place at Clwb Penmorfa is dependent on continued payment of fees.

Charges for absence are as follows:

Sickness: Full charge

Occasional days off: Full charge

Parents' holiday: Full charge

Provision closed due to unforeseen event: No charge

Outings: No charge

Notice: Clwb Penmorfa requires one month notice in writing of a child leaving the playgroup provision. If the entire month falls across school holidays a full charge will apply. The Afterschool Clwb provision requires 24 hours' notice to cancel a place.

Allocation of places: Clwb Penmorfa allocates places fairly in the following way:

- While available places exist, they are allocated on a first come first served basis:

However, priority is given to: -

- existing parents/guardians with a child at Clwb Penmorfa and who wants extra sessions or a place for a sibling.
- those wanting a full-time place.
- Places can be reserved in advance by signing an Agreement.
- If, in exceptional circumstances, Clwb Penmorfa is not able to admit a child we will provide a written statement of the reasons and information about how any appeal against the decision can be made.

Starting in Clwb Penmorfa:

- Parents/carers complete and sign the contract and registration form and confirm they have read and understood the policies and procedures and agree to the terms and conditions before their child attends.
- Parents/carers agree to inform Clwb Penmorfa of any changes to information they have provided.
- Parents/carers give one month's notice in writing to the manager to terminate their contract with Penmorfa Playmates.

Settling in policy:

- Clwb Penmorfa acknowledges the importance of parents/carers and staff working together to help children settle in the provision and develop confidence to participate in all the activities offered. Some children take longer than others to do this and Clwb Penmorfa responds to their needs on an individual basis.
- To help children settle quickly and feel comfortable and confident in their new surroundings parents/carers are advised to dress their child in clothes that are suitable for messy play and help their child towards independence if they are attending the playgroup provision (for example, toileting).
- Clwb Penmorfa keeps spare clothes available for use in the event of an accident, but parents/carers may want to provide a change of clothes for their own child.
- Parents/carers and their child are invited to meet Lisa Oldroyd before registering so that their needs and requirements can be discussed.
- Parents/carers are welcome to stay with their child for the whole or part of sessions until they and their child feel confident.
- Children starting the playgroup provision may bring their comfort objects with them until they feel confident about being without them. Once the Settling in period is over we ask that you leave these behind to prevent them getting lost in our 'pack away' setting.
- Parents/carers are encouraged to discuss the settling in process for their child with Lisa at any time.

Arrival and collection policy (including arrangements when children are not collected):

- Parents/carers can be confident that Clwb Penmorfa places the highest priority on their child's safety and wellbeing while in our care.
- Parents/carers are responsible for informing Clwb Penmorfa of any changes to details of named persons who can collect their child, in writing and verbally.
- Clwb Penmorfa does not accept children who are unwell at the time of arrival (see also Health and Hygiene policy).

Arrival at the provision:

- Clwb Penmorfa provides a walking pickup service from Ysgol Penmorfa
- Parents/carers are advised that by signing the contract (Agreement) they agree to inform Clwb Penmorfa of any planned or unplanned absences.
- The attendance register is updated as each child arrives and leaves.
- We operate a one-way system in Clwb Penmorfa. All children enter through the fobbed gate.

Collection from the provision:

If any of the following happens on more than one occasion, a discussion with the parent/carer is arranged.

- We operate a one-way system at the club. All children are to be collected through the foyer. Parents/Carers ring the bell and wait for the gate to be opened, they then wait at the door until a member of staff arrives.
- No child is left unattended because a parent/carer fails to collect them and two members of staff remain to supervise the child.
- Every effort is made to contact the parent/carer or emergency contacts.
- A late fee of £5 per 15 minutes will be charged to cover emergency staffing.
- A child is not released into the care of any person without the written permission of the parent/carer. However, in an emergency situation, a telephone call from the parent/carer stating that another adult will collect the child may be accepted provided that the password given by this adult is correct.
- Clwb Penmorfa reserves the right to make additional checks on persons arriving to collect a child if considered appropriate in exceptional circumstances.
- If all attempts to contact relevant adults fail, the Social Services duty officer is contacted who will be asked to advise what action to take. The registered person/responsible individual is informed.
- If at any time when a child is collected there are concerns that to hand over the child may be placing them at some risk, the member of staff seeks advice from the manager who will speak to the parent/carer, and do what is reasonable in the circumstances to safeguard the child's welfare. In certain circumstances, the manager may advise the parent/carer that following handover, they will call the social services duty officer or police or relevant agency, and that the Clwb

Penmorfa Child Protection policy may be put into action. A record of the circumstances is made.

- A record of events when a child is not collected on time is kept. This records the date, time of collection, the name and address of any non-authorized person collecting the child, and any additional relevant information. A copy is given to the parents/carers.

Amended September 2023

Review Date September 2024